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***Maintenance, Logistics, & Facilities
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Operations and Maintenance, NWSI 30-4104
Work Request Procedures***

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Signed by	7/21/2003
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Work Request Procedures

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1. Purpose. The purpose of this Supplement is to define Southern Region (SR) procedures for submitting, reviewing and approving Work Requests for all facility preventive maintenance, corrective maintenance, capital improvement, and new projects. These procedures will ensure that all NWS owned and leased facilities, equipment, and real property are maintained in satisfactory condition.

2. Definitions.

2.1. Preventive Maintenance (PM): Routine activities required to maintain normal operational performance. Activities such as oil changes, filter changes, battery checks, UPS cleaning, pressure washing, etc. are covered under this definition. PM Work Requests are generated and managed by the Facilities Engineering Technician (FET).

2.2. Corrective Maintenance (CM): Repair of existing equipment or system failure or malfunction. Examples include HVAC compressor failures, HVAC control system malfunction, delaminating computer floor tiles, generator battery failure, leaking in fuel tank, UPS battery short, broken furniture or chair (repair), shorted power cables, etc.

2.3. Capital Improvement Project (CIP): Replacement or repair of existing equipment or building systems to improve performance or aesthetics. Examples include painting, carpet replacement, furniture modifications including storage cabinets, chair replacement, roof replacement, operational generator replacement, additional electrical outlets, enhance exterior lighting, landscape repair, road repair, reconfiguration of existing furniture layout, resealing parking lots, etc.

2.4. New Project (NP): Examples include new wind tower, exterior storage buildings, underground conduit, new roads or sidewalks, furniture for new employees, new generator installation, installation of new equipment, etc.

2.5. Project Review Committee (PRC): Committee comprised of Deputy Director and SRH Division Chiefs formed to evaluate, prioritize, and approve all Capital Improvement and New Projects over \$5000. The Committee will meet in October, April and as needed to review and approve projects.

2.6. Observations and Facilities Branch (OFB). Organization in Southern Region responsible for management and maintenance of regional facilities.

2.7. Computerized Maintenance Management System (CMMS): An asset management database for managing facility maintenance, construction, and repair. The current system used by SR is MP2 by Datastream Inc. All Work Requests will be submitted into the CMMS prior to consideration.

2.8. Work Request (WR). Request received in the CMMS for facility CM, CIP, or New Projects. This is defined as any facility maintenance activity requiring maintenance funding, labor, or resource support.

2.9. Work Order (WO). An approved Work Request that has been assigned one of the following status designations:

1. *Ready*. WO approved by FET, OFB, or PRC and ready for execution.
2. *Open*. WO with work or construction in progress.
3. *Hold*. Approved WO on hold.
4. *Canceled*. WO that has been disapproved.
5. *Closed*. WO is complete and moved to WO history.

3. MIC/HIC Special Authority. MIC/HICs have standing authority to initiate emergency facility maintenance or repair action whenever necessary to accomplish the mission of the agency. All emergency action must be reported to the Chief, Systems Operations Division within 24 hours and documented in the CMMS (MP2).

4. Observations and Facilities Branch (OFB) Authority. The OFB Chief has the authority up to \$5000 to approve all CIP and New projects, excluding furniture.

5. Procedures.

5.1. MIC/HIC or designated local office representative will submit all Work Requests through the CMMS (MP2). Request will include sufficient information in the *Comments Field* for the PRC and FET to understand the requirement and how it relates to the NWS mission. If the local office elects to complete the project without the assistance of the Facilities Engineering Technician (FET) it must be clearly stated in the Work Request *Comments Field*.

5.2. The FET will immediately approve and convert all PM and CM Work Requests less than \$25K to Work Orders, then schedule and complete the work. The FET will ensure all Work Requests and Orders are accurately defined and have an estimated cost to complete the project.

5.3. On or about the first day of each month the Observations and Facilities Branch (OFB) will compile a report containing the status of all active Work Orders and new Work Requests awaiting approval by the PRC.

5.4. The PRC will evaluate all Work Requests and arrange them in priority order for SOD/OFB action.

5.6. The FET will close all completed Work Orders regardless of who performs the work. Before a Work Order can be closed the FET must have or be sent all contract cost, government labor hours, parts costs, and any comments to be entered into the appropriate CMMS (MP2) database.

Attachment "A" NWS Asset Management Login Screen

The screenshot shows a Netscape browser window titled "MP2 Weblink - Netscape". The address bar displays "http://stratus/weblink/login.asp". The main content area features the "NWS Asset Management Login" form. On the left is a blue vertical bar and the National Weather Service logo. The form includes the following fields and controls:

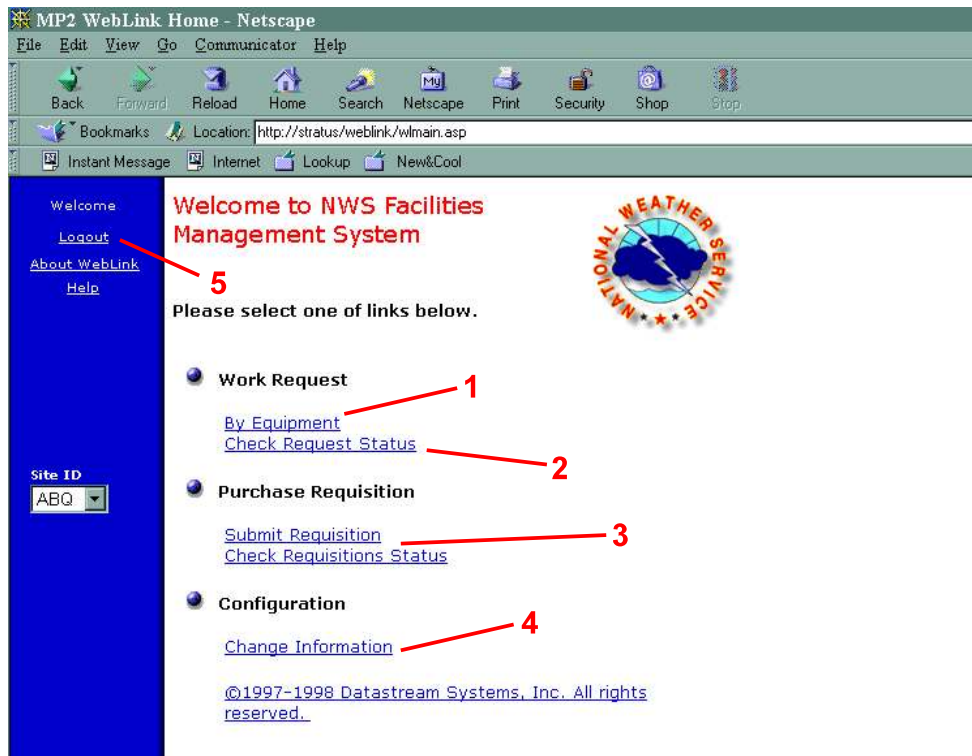
- User ID:** A text box containing "ABQMIC". A red arrow labeled "1" points to this field.
- Password:** A text box containing "***".
- SiteID:** A pull-down menu showing "ABQ". A red arrow labeled "2" points to this field.
- Save Password:** An unchecked checkbox.
- Language:** A pull-down menu showing "English(US)".
- Login:** A button to the right of the Password field.

To reach the login screen, enter this URL in your web browser:

<http://stratus.srh.noaa.gov/weblink/login.asp>

1. Enter your user ID, which is your SID followed by job role, either MIC, HIC or ESA. In the example above, the MIC at Albuquerque would enter: ABQMIC. Enter your password in the next box.
2. Next, select your SID from the **SiteID** pull-down box. You cannot log in if the value in this box does not match your SID, even if your user ID and password are correct. Once you've entered your User ID, password and Site ID, click the **Login** button to continue.

NWS Asset Management Main Screen



The actions available on the main screen are:

1. **Enter a Work Request.** This is the first step in entering a Work Request. Click on “By Equipment” and select an equipment item from the equipment inventory lookup table. After the equipment item is selected, the Work Request form will be populated with information associated with the equipment item you selected. To complete the Work Request form, refer to the notes on completing the Work Request screen on the following page of this document.
2. **Check a Request Status.** Previously submitted work requests can be viewed to determine their approval status, which will be “pending” until approved or disapproved. When a request is approved, it is converted to a Work Order in the MP2 system and is removed from the Request Status screen. Contact your FET to determine your approved Work Order status. You will be notified if your Work Request is disapproved.
3. **Submit a Requisition or Check a Requisition Status.** This feature will be utilized in the future to enter and track purchase requisitions. The MP2 program can generate purchase orders from approved requisitions.
4. **Change Information.** You can change your password, user name, contact telephone number or e-mail address on the Change Information screen. If you forget your password and can’t log in, call the SRH MP2 focal point, Tim Janhsen at 817-978-7777 x170 for a new password.

5. Click **Logout** when your transactions are completed.

NWS Asset Management Work Request Screen

The steps to enter a Work Request are:

The screenshot shows a web browser window with the address <http://stratus/weblink/subwoeq.asp?TN=EQUIP&POS=28>. The page title is "Submit Work Request by Equipment". The top right shows the user's login information: "Login ID ABQESA" and "Site ID ABQ", along with the date "Monday, July 24, 2000".

On the left is a blue sidebar with navigation links: "WebLink", "Logout", "About WebLink", "Help", "Work Request", "By Equipment", "Check Request", "Status", "Purchase Requisition", "Submit Requisition", "Check Requisitions", "Status", "Configuration", "Change Information".

The main form contains the following fields and buttons:

- * Requested By:** ABQESA (with a "Look Up" button)
- Telephone No.:** 505-244-9150
- Priority:** ☒ Normal ☐ High
- Equipment No.:** ABQ-ARCH-BLDG (with a "Look Up" button)
- Description:** WFO Building
- * Location:** ABQ WFO (with a "Look Up" button)
- Sub-location 1:** ALBUQUERQUE, NM
- Sub-location 2:** -
- Sub-location 3:** -
- CAMS Program Code:** 06-01-04-000 (with a "Look Up" button)
- CAMS Project Code:** 48M1JFS (with a "Look Up" button)
- CAMS Organization Code:** 9365-00-00-00-00 (with a "Look Up" button)
- Task No.:** (with a "Look Up" button)
- * Work Description:** (example) Fix the roof leak in the entry vestibule.
- * Comments:** (example) Ceiling is becoming stained from a slow leak.
- Buttons:** "Submit" (with a green checkmark icon) and "Clear" (with a red eraser icon).

Red arrows and numbers indicate the following steps:

1. Points to the "Look Up" button next to the Equipment No. field.
2. Points to the "Work Description" and "Comments" text areas.
3. Points to the "WebLink" logo in the sidebar.
4. Points to the "Task No." field.
5. Points to the "Submit" button.

1. Select the equipment item to be maintained from the **Look Up** list. You can search the list by **Equipment Number** or **Description**, or select the item from the list by clicking on the equipment number (refer to the Equipment Lookup screen image on the next page). Move to additional pages in the list by using the **Previous** or **Next** buttons at the bottom of the equipment inventory screen. When the equipment number is selected, many of the fields in the Work Request screen will fill in automatically. All fields shown with the red asterisk are required fields and must be completed.

2. Enter a description of the work to be done, and provide additional comments or details as necessary in the **Comments** box regarding the requested work.

3. If you need to return to the main screen at any time, click on the MP2 Weblink symbol in the upper left corner.

4. Task Selection (optional). For repetitive or cyclical work, predefined tasks can be used to identify the work. These tasks can be selected from a lookup table to specify the desired work. New tasks will be added to the system as maintenance requirements are defined. (Note that this field is not related to the financial task codes used for purchase orders.)
5. Click **Submit** to complete the work request. If your session is complete, log out by clicking the **Logout** link in the left margin.

Equipment Table Lookup Screen

WebLink
Logout
About WebLink
Help
Work Request
By Equipment
Check Request
Status
Purchase Requisition
Submit Requisition
Check Requisitions
Status
Configuration
Change Information

Location: <http://stratus.srh.noaa.gov/weblink/lookup.asp?AN=N>

Login ID ABQESA
Site ID ABQ

Monday, August 07, 2003

Search Equipment No. Description

CLICK EQUIP. NO. TO SELECT

Equipment No.	Description	Location	Sub-location 1	Sub-location 2	Sub-location 3	CAMS Program Code	CAMS Project Code	CAMS Organization Code
ABQ-ABX-ELEC-DS-01	200 Amp Main Disconnect (Outside)	ABX RADAR SITE	ALBUQUERQUE, NM	-	-	06-01-04-000	48M2LN7	9365-00-00-00
ABQ-ABX-ELEC-EPG	Kohler DDG	ABX RADAR SITE	ALBUQUERQUE, NM	-	-	06-01-04-000	48M2LN7	9365-00-00-00
ABQ-ABX-ELEC-EPG-FUEL	EPG, Fuel System (Tank to Injectors)	ABX RADAR SITE	ALBUQUERQUE, NM	-	-	06-01-04-000	48M2LN7	9365-00-00-00
ABQ-ABX-ELEC-EPG-GENSET	EPG, Generator and Motor	ABX RADAR SITE	ALBUQUERQUE, NM	-	-	06-01-04-000	48M2LN7	9365-00-00-00
ABQ-ABX-ELEC-PP-MDP	200 Amp MDP (Power Panel)	ABX RADAR SITE	ALBUQUERQUE, NM	-	-	06-01-04-000	48M2LN7	9365-00-00-00
ABQ-ABX-ELEC-PPB	208V Powerpanel	ABX RADAR SITE	ALBUQUERQUE, NM	-	-	06-01-04-000	48M2LN7	9365-00-00-00
ABQ-ABX-ELEC-PPC	208V UPS Protected Panelboard	ABX RADAR SITE	ALBUQUERQUE, NM	-	-	06-01-04-000	48M2LN7	9365-00-00-00

(SCROLL-DOWN TO USE "PREVIOUS" OR "NEXT" BUTTONS)

<http://stratus.srh.noaa.gov/weblink/subwoeq.asp?TN=EQUIP&POS=19>

Attachment “B”**ASSET MANAGEMENT SYSTEM EQUIPMENT NUMBERING GUIDE**

Equipment records are stored in the database using a hierarchical numbering system that begins with the SID. For example, the top-level structure for the Albuquerque CWA would be:

ABQ (The CWA)

- ABQ-ASOS-SYS (the ASOS-related equipment)
- ABQ-NWR-SYS (the NOAA Weather Radio-related equipment)
- ABQ-RDR-SYS (the radar system- related equipment, including buildings)
- ABQ-UA-SYS (the upper air-related equipment, including buildings)
- ABQ-WFO (equipment located at the WFO, including out buildings)
- ABQ-WP-SYS (wind profiler-related equipment)

Under these major systems would be subsystem groups. Some of these groups and associated equipment components are shown in this example:

- ABQ-WFO (system)
 - ABQ-ARCH (subsystem for the architectural or structural discipline)
 - ABQ-ARCH-ALARMS (fire and security alarms)
 - ABQ-ARCH-BLDG (the WFO, generator and storage buildings)
 - ABQ-ARCH-ROOF (the building roof systems)
 - ABQ-ARCH-TWR (communications towers at the WFO)
 - ABQ-CIVIL (pavements, grounds, fences)
 - ABQ-CIVIL-LANDSCAPE (trees, lawns, irrigation systems)
 - ABQ-ELEC (electrical power systems)
 - ABQ-ELEC-EPG (emergency power generation system)
 - ABQ-ELEC-UPS-01 (uninterruptible power supply system no.1)
 - ABQ-ELEC-PP-C (critical power panel “C” in the WFO)
 - ABQ-MECH (HVAC and plumbing systems)
 - ABQ-HVAC (heating, air conditioning & ventilation)
 - ABQ-HVAC-AHU-01 (air handling unit no. 1)
 - ABQ-HVAC-AHU-01-FAN (blower fan on AHU-01)
 - ABQ-OFFEQ (office equipment)

Some systems, like HVAC, are listed down to the component level; other equipment may only be listed at the system level. If you’re not sure to what level a system is described, enter your Work Request at the system or subsystem level. The FET may revise the Work Order by attaching a more definitive equipment number.

There are a few variations in the numbering scheme. Numbers for radar systems colocated at the WFO are in the format <CWA>-RDR-, but for remote radars, the format is <CWA>-<SID>-.

The number for Albuquerque's remote radar emergency power generator is ABQ-ABX-ELEC-EPG-GENSET; for Amarillo's co-located radar, AMA-RDR-ELEC-EPG-GENSET. NWR and ASOS equipment are also numbered using the <CWA-<SID>- format. Equipment at ASOS sites co-located with the WFO is identified as <CWA>-ASOS-. Contact your FET or the SRH MP2 focal point for questions concerning equipment numbering.